

STANDARD DEFINITIONS

Academic Computing - Information Technology Resources used by the institutions of higher education for the primary support of instruction or research.

Acquire - To purchase, lease, or otherwise gain possession or control of, and use of the Information Technology Resource regardless of the source of supply.

Acquisition Costs - The cost of the Information Technology Resource being acquired; including all hardware, telecommunications, software, maintenance, services, and financing for five years or the expected life of the resource, whichever is shorter. (Includes only costs of resources requiring Information Services Board (ISB) acquisition approval authority.)

Administrative Computing - Information Technology resources used by State agencies, including institutions of higher education, for processing agency business transactions. Academic and scientific computing are excluded from the scope of administrative computing. Process control equipment is also excluded from this definition.

Benefits - Desirable results due to (or during the course of) an information technology project or resource. Benefits are tangible if they reflect measurable cost savings, cost reductions, cost avoidance, or increased revenue. Otherwise they are intangible (i.e., "better service" or "more timely response").

- * **Catastrophic Disaster** - A catastrophic disaster is one in which the outage will probably last more than seven days.

DAMAGE - Damage due to a catastrophic disaster is severe and could involve total destruction of the agency facility. Replacement of equipment or significant renovation of the facility may be necessary.

CICS - Customer Information Control System. A computing tool from IBM that enables transactions entered at remote terminals to be processed concurrently by user-written application programs. Also referred to as a teleprocessing monitor, CICS is one of the components of the host level computing architecture.

Client/Server Architecture - A means of defining and integrating the components of an organization's technology infrastructure to enable an employee to gain appropriate access to data and systems needed to do their job, from a single desktop device, regardless of where the data and systems reside.

- * New or revised definitions

* **Command Center** - The command center is a local, on or off premise area, from which to manage the emergency situation. It is a focal point for coordinating the recovery program, issuing information, and assembling personnel.

Computing Architecture - A collection of policies, standards, guidelines and procedures designed to provide a consistent and compatible computing infrastructure to help manage state computing resources.

Corporate Agreement - An agreement competitively negotiated and administered by the Department of Information Services (DIS) with the original manufacturer or provider of a product or service. It will provide significant advantages to the state resulting from DIS's leverage as a corporate buyer. The resulting products and services shall be available to state agencies and political subdivisions through the DIS Technology Store.

Cost Avoidance Benefits - Tangible benefits which will be realized by the agency but cannot be reduced from the agency's operating budget. May be associated with resources used in the current method, expected to continue to be used by the agency, but will not be needed for the alternative being considered.

Cost Benefit Analysis (CBA) - Usually refers to one of the following related definitions. A primary reason for using Cost Benefit Analysis is to have a single method of evaluation, so that the results are as unbiased as possible.

1. Cost Benefit Analysis is the process of researching and analyzing the costs and benefits of one or more alternative courses of action to meet a single set of requirements and presenting the results in written form.
2. Cost Benefit Analysis is the written results of the research of costs and benefits for one or more alternative courses of action.
3. Cost Benefit Analysis is the format used to present written results of the research of costs and benefits for alternative courses of action.

Reference to "doing research" use definition 1. References to "writing a CBA" use definition 2. References to specific "forms" use definition 3.

Cost/Benefit Analysis (CBA) Costs - The total cost of the Information Technology Resource; including all computing and telecommunications related costs, all associated staff costs and all other agency and contracted costs to acquire and place the resource into production, and all costs for development, financing, maintenance

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and operation over the expected life of the resource or five years, whichever is shorter.

- * **Critical Function** - Critical functions are those functions that an agency must perform to survive. Failure to perform them would result in serious or irreparable harm to the agency. Impact may take the form of increased operating costs, loss of revenue collection, or inability to provide services to clients.

Critical Success Factors - The critical success factors are the limited number of areas in which satisfactory results will ensure the success of the project. Careful attention to and management of these factors by project management is essential to project success.

Note: There are different sets of critical success factors for the product of a project and for the project itself. Use critical success factors for the product of the project, unless the discussion is about the project management plan.

Current Method - The method or resource now in use, whether or not it is automated. If the work is not being performed at all, there is no current method.

Data Architecture - Policies, procedures, standards, and models used to specify what, where, and how data will be represented, moved, secured, and stored.

Delegated Authority - The ISB authorization to the agency director to acquire and dispose of Information Technology Resources.

°Delegated Acquisition Authority - The ISB authorization to the agency director to acquire Information Technology Resources.

°Delegated Acquisition Authority for Academic Computing - The ISB authorization to the director of a higher education institution to acquire Information Technology Resources for Academic Computing.

Desktop Processors - Typically involve individual or work group applications. They can be part of multi-tiered applications (performing either client or server functions).

- * New or revised definitions

- * **Disaster** - Any unplanned circumstance or event that results in an inability to support critical business functions within the current environment.
- * **Disaster Recovery/Business Resumption Plan** - A disaster recovery/business resumption plan is a comprehensive statement of actions to be taken in response to a disaster. It includes documented, tested procedures that, if followed, will assure the availability of the critical resources and facilities required to maintain continuity of operations. Syn.: Contingency Plan, Disaster Recovery Plan, Business Continuity Plan.

Emerging Technologies DBMS - Databases that store data, images, etc. in other formats than traditional or relational DBMS.

Equipment - Includes machines, devices, and transmission facilities used in information processing and telecommunications (including voice, data and video); such as computers, switches and radios, word processors, terminals, telephones, and cables. Also includes devices used to connect the various components of equipment.

Expected Life - The elapsed time from inception through implementation and operation until retirement or replacement of the Information Technology Resource.

Hard Benefits - Usually increases in revenues or reimbursements that are expected to occur if a particular alternative is implemented.

Host Processors - As referenced in Statements of Direction: Computing Architecture, relates to the platform generally in use for those applications that are material in transaction volumes, data volumes, and dollars to develop; host processors as defined in the Host Level Computing Architecture Standard, generally support administrative or operational applications.

Icon - A symbol or pictorial representation of an object or an idea. In graphic interfaces, used to represent the different functions or applications available to the user. A mouse is used to select the desired operation by pointing to one of the icons on the screen.

Information Technology - Includes equipment, software, services, and products used in processing information, office automation, and telecommunications.

Information Technology Plan (I/T Plan) - The Information Technology Plan for an agency is created and submitted according to the requirements of the document: Agency Planning for Information Technology in Washington State Government.

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The plan is composed of two sections, a strategic section and a tactical section. They are often called "the Strategic Plan" and "the Tactical Plan", respectively.

Information Technology Project (I/T Project) - An effort having a planned beginning and end, with objectives that involve one or more of the following activities: studies, acquisition, design, construction, testing, documenting, installation, implementation, and operation of Information Technology Resources.

Information Technology Resources (I/T Resources) - Equipment, proprietary software, and purchased services used in processing information, office automation, and telecommunications. For project purposes, includes software developed in-house, and may also include public domain software.

Information Technology Project Success - The completion of an information technology project in which the results meet or exceed expectations and specifications for usability and quality of technology, and the project is accomplished within (or reasonably close to) the planned range for time and cost.

Intangible Benefits - Real benefits which are not measured in terms of dollars. They are often described in terms of increased capabilities or increased level or quality of service.

Interoperability - The capability to allow users to readily share data among applications residing on varying combinations of hardware and software within and between existing networks.

Key Decision Points - Those points in time when it may make sense to change direction or to decide whether or not to proceed with an information technology project.

Local Area Network (LAN) - A user-owned and operated data transmission facility connecting a number of communicating devices (e.g. computers, terminals, printers, storage devices, etc.) within a single building or campus of buildings.

- * **Major Disaster:** A major disaster is one in which the outage will probably last from two to seven days.

DAMAGE - Damage due to a major disaster is more severe than that due to a minor disaster. For example: in a major disaster, key business units could be without telecommunications capability for an extended period. Or the computer room could suffer heavy damage.

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Master Agreement - An agreement entered into between DIS and a vendor from which agencies can acquire Information Technology Resources. This agreement is

acquired competitively and satisfies competitive acquisition requirements for the agency. There are three types of Master Agreements:

°Conditional - State agencies are mandated to use this agreement for all acquisitions of materials, equipment, or services designated herein except when the following exists:

1. State agencies have completed the competitive acquisition process and have determined that materials, equipment, or services of equal quality or performance are available at a lower cost including price, delivery, service, administration, maintenance, and terms of payment.
2. The minimum order quantity specified in the contract exceeds the agency needs and would result in stockpiling of material at the agency level.
3. This does not apply to political subdivisions or other entities specifically excluded in the agreement.

°Convenience - This agreement is established for the convenience of state agencies and/or political subdivisions. Any purchase against this agreement is discretionary.

°Mandatory - State agencies are mandated to utilize this contract for all acquisitions of materials, equipment or services designated herein. This does not apply to political subdivisions or other entities specifically excluded in the agreement.

Methods - Techniques or methodologies aimed at standardizing approaches to planning, development, maintenance, and operations of systems.

- * **Minor Disaster** - A minor disaster is one in which the outage will probably last longer than one shift, but less than two days.

DAMAGE - Damage due to a minor disaster is comparatively light. It may consist of minor damage to hardware, software, or electrical equipment from fire, water, chemicals, etc.

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Minority or Women's Business Enterprises (MWBE) - A business that is certified by the Office of Minority and Women's Business Enterprises.

Mission Critical System - A system in which a failure would be disruptive to departmental clients, citizens of the state, or which would preclude performance of a federally or legislatively mandated function. Such systems often support the primary business function(s) of an agency.

Multi-Agency Effort - An effort where substantial portions of costs and/or benefits are to be traced to more than one agency.

Note: These efforts are an example of a Cost Benefit Analysis "special situation".

Multi-Funded Effort - An effort where there is a concern about costs and/or benefits being traced back to specific funds.

Note: These efforts are an example of a Cost Benefit Analysis "special situation".

MVS - Multiple Virtual Storage. A virtual storage operating system from IBM that gives each user an environment that is defined as an address space. MVS is the adopted operating system standard for applications meeting the conditions applicable to the host level computing standard.

Office Automation - Application of information technology to increase the effectiveness of managerial, professional, and/or clerical workers performing office functions.

OFM Codes - Accounting codes for objects/sub objects of expenditure or sources of revenue as defined by the Office of Financial Management in the OFM manual, Financial and Administrative Policies, Regulations and Procedures. Selected OFM object codes are described in the DIS document, Preparing an Information Technology Project Cost Benefit Analysis (CBA). This is found in the Information Technology Policy Manual, which is published by DIS, at Subsection 2.2.4, page 23.

Operation Costs - All costs of operating the Information Technology Resource, beginning after implementation, and concluding with the retirement or replacement of the Information Technology Resource.

Portability - Ability to use the same application on a variety of dissimilar computing platforms without a need for major rewrite of the application.

Pre-proposal Conference - A conference held with participating vendor(s), soon after the release of the Request For Proposal (RFP), to ensure that the agency's

* New or revised definitions

requirements have been clearly communicated and the vendor(s) have an opportunity to ask questions or comment.

Process Control Equipment - Specialized computer systems which primarily function to monitor and/or control the operation of other equipment.

Project Life - The elapsed time of the project, from official initiation through implementation.

Proprietary Software - Software acquired under license.

Protest Review Board - An advisory board, comprised of at least three members from public agencies and appointed at the sole discretion of the DIS Director. The individuals selected shall be qualified by their experience in and knowledge of applicable acquisition procedures. None may have any direct interest in the outcome of the review, and none may have been directly involved in the protested acquisition.

Protocol - A set of procedures for establishing and controlling electronic data transmission.

Purchased Services - Information technology related services provided by a vendor. This includes, but is not limited to, services acquired for: equipment maintenance and repair, operation of a facility, security, computer hardware and software installation and maintenance, key entry services, programming and systems analysis services, computer time-sharing, and design, development and implementation of information systems. This does not include personal services, which are acquired under the policies of the Office of Financial Management.

Reimbursements - Monies to be charged to and received from another governmental unit if a particular alternative is implemented. They are recorded as positive benefit impacts.

Relational DBMS - Relational database management systems (DBMS) store data in tables of rows and columns. Relationships between data items are established to provide the capability of accessing the data in different combinations to give greater flexibility in the usage of data.

Revenues - Monies the agency will obtain if a particular alternative is implemented. They are recorded as positive benefit impacts.

Revenue Source Codes - The OFM codes used to identify the original category from which cash receipts arrive or under which revenues are earned.

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Risk - The possibility of a condition leading to an undesirable result due to (or during the course of) an information technology project. Such undesirable results may include loss of service capability, cost or schedule overruns, and unreliable or unusable applications and/or databases.

Risk Mitigation Plan - A course of action decided upon by an agency to either lessen the chance for occurrence of an undesirable result, or to mitigate the impact of its occurrence. This plan is updated as risk information changes.

Scalability - The ability to use the same applications and systems on all classes of computers from personal computers to supercomputers.

Sole Source - An acquisition of resources which does not use the competitive process.

Standard Clauses (SC) - The provisions labeled "Standard Clauses" are mandatory in content. Agency contracts must include the titles of these clauses, and language that accomplishes the same intent. The subjects of the Standard Clauses must be covered, but the exact wording that appears in Appendix B of the Standard Procedure for Acquisition and Disposal of Information Technology Resources, need not be used.

Strategic Partnership - An alliance between a higher education institution and a selected vendor whereby the vendor shall provide considerations beyond those which could be obtained in a competitive acquisition process requiring a specific bid for specific products.

System 370 - An IBM hardware product line that includes 43XX, 308X and 309X computers.

System Life - The elapsed time for which the Information Technology Resource resulting from the project is expected to provide necessary, desirable, usable and satisfactory service. Begins with use of the resource to do the normal work of the unit and ends with retirement or replacement of the resource.

TCP/IP - Transmission Control Protocol/Internet Protocol (TCP/IP) is a set of rules used to allow communication between various types of computer equipment.

Telecommunications - Transmission of data, sounds, images, or other information by wire, radio, optical cable, electromagnetic, or other means from one place to another.

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Technology Infrastructure - The equipment and system software used to collect, store, process, move, and present data or information.

Tools - Software designed to make processing or application development more efficient. Includes programming languages, CASE products, operational utilities, DBMS's, spreadsheets, etc. Tools generally are proprietary packages purchased from third parties.

370 Architecture - An architectural platform for computing consisting of products provided by several vendors, including hardware, operating systems, teleprocessing

monitors and other system software products that are "plug compatible" with the IBM System/370 product line.

Total Cost - The sum of all costs related to the information technology project, including both development costs and operation costs. This cost covers the expected life.

Traditional DBMS - Traditional database management systems (DBMS) store data in files with records in fields. Some examples of traditional DBMS included: flat file index (e.g. VSAM), hierarchial (e.g. IMS), network (e.g. IDMS), and inverted list (e.g. ADABAS).

Unix - A family of operating systems known for their relative hardware independence and portable applications interface.

Work Group Processors - As referenced in Statements of Direction: Computing Architecture, relates to the computing platform generally in use for upload/download from host data bases, or interactive data access/update. Work group processors can be part of multi-tiered applications (performing server functions).

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